



Military Surface Deployment & Distribution Command



Welcome to the Spring 2014 Personal Property Forum





Major General Thomas J. Richardson

Commanding General

Surface Deployment and Distribution Command



Military Surface Deployment & Distribution Command



Personal Property Forum

Aaron K. Stanley
Captain, SC, U.S. Navy
Director, Personal Property



02 April 2014



Agenda



- Welcome/Opening Remarks
- SDDC CG Remarks
- SDDC Defense Personal Property Program (DP3) Updates
- Defense Personal Property System (DPS) Updates
- Rates
- General Services Administration
- Operations
- Storage and POV
- Military Claims Office (MCO)
- Quality Assurance
- Wrap Up



DP3 Updates



- Open Season
 - Limited in scope in 2014
- Customer Satisfaction Survey (CSS) concern:
 - TSPs withholding claims actions pending favorable CSS
 - Misuse will result in revocation action
- Best Value Score (BVS)
 - Forthcoming program change
- 2014 Rate Filing status
 - Round 2 completed 31 March
 - Rates on file for booking 7 April
- RSMO consolidation
 - Single Storage Management Office at Scott AFB in 2014



Peak Season



- Projections: Expect normal DOD rotations/volume
- Shipment Refusals
 - Reminder to refuse offer ASAP/No later than 4 hours
 - SDDC will monitor timeout trends
- Short Fuse expansion
- Concerns
 - Moving shipments to/from Ft Drum, Norfolk, Northern tier bases
 - California Air Resources Board (CARB)
- Customer Satisfaction Survey access via Electronic Transportation Acquisition portal...addressed cyber concern
- Code 2: Recommend Services use more containerized shipments



Defense Personal Property System (DPS)

Briefing Type: Information

for the

Personal Property Forum

on

2 Apr 2014



Lt Col Gina Prevett

Program Manager

Together, we deliver.



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Agenda



- 2014 Planned Releases
- Changes to Customer Satisfaction Survey
- Contract Update
- Notional Releases, FY15-18

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2014 Planned Releases



Functionality

Date

Emergency Release 1.6.8a:

- SPR 7172 , TSPs receiving incorrect rate rejection notices for error code 02
- SPR 7173, Rate rejection error notice -03- is not accurate and shouldn't have been sent
- SPR 7174, Rates processor will not completely run due to memory issues
- SPR 7178, SR 1-47307392: Rejections E-mail Processor Does Not Work
- SPR 7177, Rate Processor Rd1 Roll Back Script

17 Mar 2014
(Done)

Release 1.6.9:

- SPR 7122, SR 1-45135094: Incorrect DPS Cost For Domestic Item Code 16A (Fuel Surcharge)
- SPR 7123, SR 1-44765208 Unable to save financial certification information part 1 data fields
- SPR 7124, HDT# 1-45113695 Update the UDF Migrator code for UDF810 processing
- SPR 7141, 1-45149790 Notes are not being saved in the Consignment Guide

18 Apr 2014

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2014 Planned Releases (continued)



Functionality	Date
Release 1.6.10: <ul style="list-style-type: none">- SPR 7112, Tracking dashboard hyperlink in the TOPS, GATES, FACTS, and PPTAS Interfaces- SPR 7176, CSS Reminder E-mail Security Vulnerability- SPR 7179, File Permissions Security Vulnerability- SPR 7180, File Encryption Security Vulnerability- SPR 7181, SR 1-47015890: TSP Reports A Core Error When Attempting To View OTO	2 May 2014
Release 1.6.11: Siebel v8.1.1.11 COTS Product Upgrade (required for security accreditation)	9 May 2014
Release 1.7.0: Out-of Cycle SCR Release (SCR 7048 – PBP&E will be limited to 2000 lbs; SCR 6995 –PPM costing w/ new rate cycle)	6 June 2014
Release 1.7.1: Oracle 11.2.04 and Oracle Business Intelligence 8.1.1.7 Product Upgrades (required for security accreditation)	20 Jun 2014

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2014 Planned Releases (continued)



Functionality	Date
Windows 2008 COTS Product Upgrade	~August 2014
Stand-up of Initial WebMethods Virtualized Environment (Test and Training; Production to follow in FY15)	~September 2014
Database Partitioning (improves performance for database queries)	~October 2014
Rate Filing Redesign (required for security accreditation; replaces obsolete Manugistics COTS product)	~November 2014

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Changes to Customer Satisfaction Survey



- New security requirements dictate a change to the Customer Satisfaction Survey (CSS) implementation
- Short-term solution:
 - Members will log in to DPS through ETA and fill out the CSS from the CSS tab
- Long-term solution:
 - Requirement to implement a *user-friendly* survey capability that ensures *data integrity* and *meets security requirements*
 - Options include but are not limited to:
 - Keep CSS in DPS with an embedded link
 - Design CSS outside of DPS
- Bottom Line: CAT I security vulnerability must be remediated

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Contract Update



- Contract was awarded to CACI on 9 Oct 2013
- Transition between SRA and CACI 15 Oct – 30 Nov 2013
- CACI development environment was scheduled to be operational by 1 Dec 2013
 - First instance of the development environment was complete 10 Mar 2014, incurring at least a 3 ½ month delay
 - Multiple issues included missing hardware and software
- Rate filing errors discovered and fixed
- Challenges in accomplishing an aggressive 2014 schedule

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DPS Notional Releases FY15 – FY18



Functionality	Date
Document Imaging	3 rd QTR FY15
Non-Temporary Storage, Re-designed User Interfaces for Self-Counseling and Counseling, Document Imaging, Web Services for TSP Data Transfer	4 th QTR FY15
Claims Redesign	1 st QTR FY16
Intra-Country Moves, Re-designed Shipment Management User Interfaces, and Incremental Migration of Existing Functionality to New Architecture	4 th QTR FY16
Digital Signature	4 th QTR FY17
Direct Procurement Method and Incremental Migration of Existing Functionality to New Architecture	4 th QTR FY17
Automatic Reweighs and Joint/Combined Spouse Moves	4 th QTR FY17
Archiving Capability	3 rd QTR FY18

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Questions?

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Break



Rates



- Alaska Bunker Surcharge (BSC) clarification
 - Per 400NG Language Ocean Bill of Ladings (OBLs) must show:
 - Individual BSC (some OBLs list as Fuel Surcharge {FSC}) for each GBL shipment listed on the invoice
 - Total BSC for all GBL shipments on the OBL
 - Net Weight of the individual GBL Shipments
 - Net Weight of the total container (SEAVAN)
 - Sail Date
 - OBLs must list the BSC as being from Port to Port (i.e. Port of Anchorage to Tacoma, WA)
 - Port to Door (i.e. Port of Anchorage to St Louis, MO) BSC will be disputed unless the OBL has the Port to Port BSC listed and calculated separately from the Port to Door BSC



Rates



- Invoicing discrepancies
 - DPS invoicing back to normal ops following the 1.6 release
 - Continue to send supporting documents to JPPSO/PPSOs to facilitate invoicing approval process
- DPS OTO/BOTO/MOTO:
 - Domestic BOTO/MOTO active 01Jan 14
 - International OTO/BOTO pending DOD OCONUS GBLOC regionalization initiatives
- Azores Code 5 Contract Support
 - Service changed to Liner Service from Norfolk
 - Effective 15 May14 Outbound service via Code 4
 - Azores is now an unaccompanied location
 - E-7 and below limited to unaccompanied baggage or 10% of JFTR allowance via surface
 - E-8 and above (including civilians) limited to 25% of JFTR/JTR allowance



General Services Administration



U.S. General Services Administration

Federal Acquisition Service

U.S. General Services Administration. Federal Acquisition Service.

**Surface Deployment Distribution Command (SDDC)
Personal Property Forum (PPF)**

George Thomas

**Transportation Audits Division, GSA
April 2014**

The top of the slide features a close-up, slightly blurred image of the American flag, showing the stars and stripes. Below this image is a solid red horizontal bar.

Agenda

- Audits Overview
- Notice of Overcharge
- What Can Carriers do to Avoid Overpayments?
- Top Overcharge Issues
- Key Issues
- What is GSA Doing to Help You?
- Questions

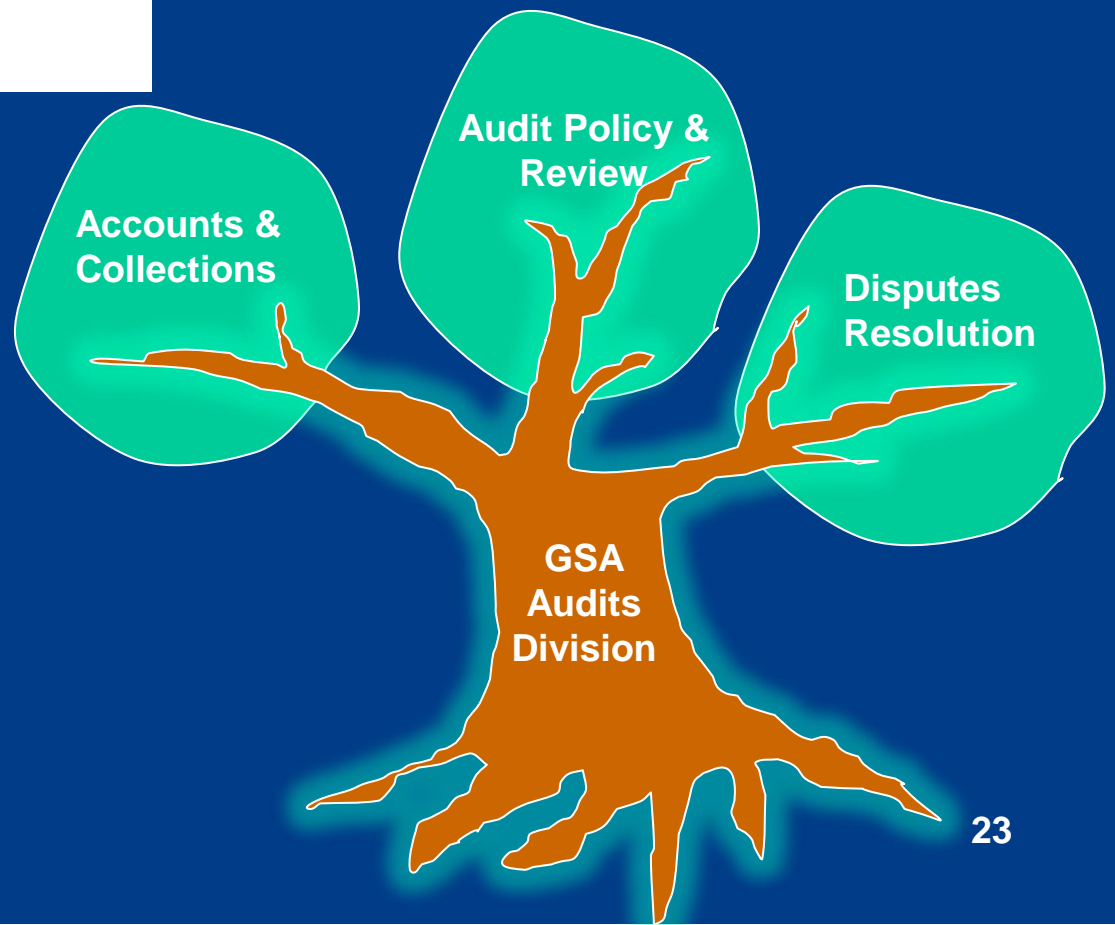
The top of the slide features a close-up, slightly blurred image of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar.

Mission of Transportation Audit Division

- **MISSION:** GSA identifies and recovers Transportation Service Provider (TSP) overcharges and other debts relating to transportation bills paid by agencies around the world.
- **VISION:** Transportation Audits will hire, develop and retain a dynamic world class work force that will continually improve internal processes to realize efficiencies; broadening our market share to recoup excess transportation charges for the American tax payer.

Transportation Audits Division

Division is comprised of 3 branches...



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Accounts and Collections Branch

- Initiates actions to collect debts owed U.S. Government for transportation overcharges
- Assists the Department of Justice in bankruptcy and other circumstantial related debts
- Tracks debt collection through automated internal processes and systems
- Deducts payments from TSP which have not responded in 30 days of the demand or otherwise arranged
- Manages repayment and tolling agreement
- Processes all Notice of Overcharges
- Logs TSP protests and claims
- Processes unused/expired airline tickets for federal agencies

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Audit Policy and Review Branch


- Serves as Contracting Officer Representative for pre-payment and post-payment audit contracts
- Prepares legal and technical reports for use in prosecuting or defending lawsuits by or against an agency
- Reviews agency policies, programs, and procedures
- Manages the Agency Review and Assistance Program (ARAP)
- Manages the Transportation Electronic Audit Library including Tariff and Tender
- Manages repository for all paid transportation documents
- Represents the US Government and submits opinions to the Civilian Contract Board of Appeals

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Disputes Resolution Branch

- Oversees pre-payment and post-payment audits of transportation bills
- Reviews/settles post-payment audit claims
- Approves/declines TSP protests
- Provides agencies Management Information and Reporting from billing documents
- Provides technical advise and guidance regarding freight and passenger rates
- Serves as liaison in resolving technical and administrative issues concerning freight and passenger transportation policies

Notice of Overcharge

NOTICE OF OVERCHARGE					PAGE: 1
RUN DATE 01/11/02	CARRIER FT. WALTON BEACH FL 32549			DRN [REDACTED]	BATCH-ID MSD011002W
SCAC					
AGENCY CODE 21-00-5052	DATE BILL PAID 03/03/99	SHIPPING DATE 10/05/98	SHIP SPECIFIC NUMBER HOEFMANN	CARRIER BILL NUMBER 7P712400	
AUDITOR NUMBER	REVIEWER NUMBER	CONTRACTOR 02MSD	PLEASE FURNISH A COPY OF THIS FORM WITH ALL CORRESPONDENCE, MAKE CHECK PAYABLE TO "GENERAL SERVICES ADMINISTRATION."		
DIRECTOR, TRANSPORTATION AUDIT DIVISION		TELEPHONE NUMBER (202) 501-3334	MODE N	GENERAL SERVICES ADMINISTRATION P.O. BOX 93746 CHICAGO, IL 60673	
CTI # 02MSD00023100324025		MAIL TO			
THIS OVERCHARGE AMOUNT SHOULD BE PROMPTLY REFUNDED OR EVIDENCE FURNISHED TO SUPPORT CHARGES ORIGINALLY PAID; OTHERWISE, COLLECTION ACTION MUST BE INITIATED PURSUANT TO 31 U.S.C. 3726.					
AMOUNT PAID	SHOULD BE AMOUNT	AMOUNT OF OVERCHARGE	INTEREST	TOTAL AMOUNT OF OVERCHARGE	
912.87	00	912.87	132.49	1,045.36	
BASIS OF OVERCHARGE					
ORIGIN: WOODBRIDGE, VA					
DESTINATION: STOW, MA					
ROUTING: HHG					
BASIS AND AUTHORITY:					
THE DD619-1 AND/OR REWEIGH TKTS TO SUBSTANTIATE THE SIT AND/OR ACCESS. CHGS WERE NOT PROVIDED BY THE CARRIER PER LETTER REQUEST.					
RE: SUPP. BILL OF AGENT: [REDACTED]					
CHGS N/A					
DSLM					
<p>IN ACCORDANCE WITH THE DEBT COLLECTION ACT OF 1982 (31 U.S.C. 3711 ET SEQ.), GSA HAS THE AUTHORITY TO CHARGE INTEREST COSTS AGAINST COMMERCIAL DEBTORS. CURRENTLY, INTEREST IS CHARGED AUTOMATICALLY UNDER THE DEBT COLLECTION ACT FROM THE DATE OF GSA'S NOTICE OF OVERCHARGE. ADDITIONALLY, IF THE GBL OR THE GTR CONTAINS A CONTRACT PROVISION RELATING TO THE ASSESSMENT OF INTEREST, THEN INTEREST IS CHARGED UNDER THE CONTRACT TERMS THEREOF, I.E., THE ORIGINAL INVOICE PAYMENT DATE. IF NEITHER CONTAINS SUCH A PROVISION, THEN INTEREST IS ASSESSED UNDER THE DEBT COLLECTION ACT (31 U.S.C. 3717) AND THE FEDERAL CLAIMS COLLECTION STANDARDS (4 CFR PARTS 101-105), AND REGULATIONS PUBLISHED IN 41 CFR PARTS 105-55.</p>					
***** PLEASE RETURN ORIGINAL NOTICE OF OVERCHARGE WITH PAYMENT OR PROTEST. *****					
					
GENERAL SERVICES ADMINISTRATION				GSA FORM 7925 (REV. 10-89)	

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Notice of Overcharge (GSA Form 7925)

- Notice of Overcharge (NOC) is issued when an auditor determines that a TSP has charged more than the proper rate for the services rendered. This is the 1st demand for payment. NOC contains:
 - General information
 - Amount paid to the TSP by the Government
 - Basis for the Overcharge
 - Amount that should have been paid by the Government
 - Applicable tariff and/or tender references
 - Amount of the overcharge

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Overcharge Collection Process

- When a TSP fails to pay or protest an overcharge, based on date of issuance parameter (30, 60, 90 days) in TARPS, collection of the debt is commenced by GSA. 7925 serves as first demand for payment
- The following are the general collection methods used:
 - All or any portion of any funds held by GSA owed to the TSP is applied to outstanding overcharges.
 - One or more Government agencies are instructed to deduct the amount due from the TSP's unpaid bills.
 - If the previous collection approaches fail, the TSP is found to be delinquent, and the Collections Section initiates the delinquency process.
 - GSA issues the first demand letter to the TSP requesting a refund or an acceptable explanation be made within 30 days.

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TSP Protest Process

- TSPs can respond to a Notice of Overcharge in a variety of ways:
 - Protest the Notice of Overcharge
 - Refund the total amount overcharged to the Government
 - Refund part of the overcharge and protest part of the overcharge
 - Take no action regarding the Notice of Overcharge
 - Enter into a tolling agreement
- May protest within 30 days by email, fax, hard copy print to GSA or enter into WebTARPS
- Protest must contain the basis for the TSP's objection to the overcharge and any substantiating documentation
- GSA send knowledge receipt letter for protests
- The Audit Contractor evaluates the protest within thirty (30) calendar days of receipt

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What can carriers do to avoid overcharges?

- Ensure rates, dates, weights, origins and destinations are correct on invoices
- Ensure data in shipper system and payment system matches
- Work with shipper to ensure data is accurate
- Provide documentation or data to support billings



Top Issues

Issues	Top HHG Overcharges
Weight Adjustments	10,151
Auxiliary Services	3,907
SIT Charges	2,011
Terminations	1,679
Duplicate Payments	1,275
Fuel Surcharge	309
Linehaul Charge Error	246

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Key Audit Issues

- Protesting Notice of Overcharge (NOC)
 - Must protest an NOC or offset action will occur
 - Protest must come to GSA, not SDDC
 - GSA 7925 NOC and supporting documents must accompany each protest
 - If protest is denied and funds are collected, TSP can file a claim with GSA
 - If claim is denied, TSP can present claim to CBCA

The top of the slide features a close-up of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar.

Key Audit Issues cont.

➤ Status of Web TARPS Protest

- GSA developed a process in which Transportation Service Providers (TSPs) can log in their own overcharge protests into the TARPS system via the internet
- Apr 11, 2012 - First protest was entered into TARPS by the TSP and backup documentation was received in TSP protest mailbox
- Jul 31, 2012 - GSA extended the opportunity to participate to all TSPs
- 740 TSPs are participating (604 hhg)
- Anyone interested in participating contact Monique.duncan@gsa.gov

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Key Audit Issues Cont.

➤ Shuttle Notices of Overcharge

- Shuttle service incorrectly applied to/from Storage
- Short distance pickup/delivery by local agent
- No Truck to Truck Transfer
- GSA worked with SDDC to determine proper interpretation
- GSA provided direction to contract auditors
- 400NG language updated

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Key Audit Issues Cont.

- For a request to qualify as a shuttle, there **MUST** be a transfer between smaller truck and line haul equipment
- Validation of service is accomplished by:
 - TSP's pre-approval with full details of request
 - PPSO's approval of the request
 - Member's signature on DD619/619-1 or onsite inspection by PPSO

A close-up, slightly blurred image of the American flag, showing the stars and stripes, positioned at the top of the slide.

Key Audit Issues Cont.

➤ Shuttle Supporting Documentation

- **Dispatch logs** – lists the driver, helpers, equipment number(s), dates, times, etc...
- **Weight tickets** – for short distance moves with no storage and/or origin shuttles into storage, this helps with scale location, time, date(s), equipment number(s), names etc...

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Key Audit Issues Cont.

➤ Shuttle Supporting Documentation

- **Reweigh tickets** – for shuttles out of storage, this helps confirm the use of a tractor trailer, scale location, time, date(s), equipment numbers, names etc... (we have seen two separate straight truck weights combined and listed in DPS as one weigh which often looks like a tractor trailer without the tickets)
- **Equipment rental receipts** – supports smaller equipment in addition to proof of a tractor trailer, times, date(s), rental location/ proximity, equipment size, etc...

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Key Audit Issues Cont.

- Address Changes

- Mail Payments:

- General Services Administration
 - Government Lock Box 9006
 - 1005 Convention Plaza
 - St. Louis, MO 63101

- Protest

- General Services Administration
 - 1800 F Street NW
 - 3rd Floor, Mail Hub 3400
 - Washington, DC 20405

- Please include Notices of Overcharges with all payments and other correspondence

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What is GSA doing to help?

- Participate in meetings with Federal Agencies
- Identify issues to DoD and GSA Transportation Program Managers and obtain clarification on application of rates and rules to ensure overcharges are being issued correctly
- Advise Federal Agencies to ensure rates, dates, weights, origins and destinations are correct on invoices
- Manage the Agency Review and Assistance Program to ensure compliance with prepayment and post payment audit requirements



Points of Contact

Director

Joyce Clark

(703) 605-9420

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Accounts & Collections

Branch Chief

Jeff Adcock

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Carrier Claims Status Inquiry

Cynthia Pope

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Audit Policy and Review

Branch Chief

Donna Jack

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donna.jack@gsa.gov

Disputes Resolution

Branch Chief

George Thomas, Jr.

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Questions?



Back-up

The top of the slide features a close-up, slightly blurred image of the American flag, showing the stars and stripes. Below the flag is a solid red horizontal bar.

Questions Submitted by Industry

- Other than Syncada, what info sources does GSA have when determining an audit?
 - Audits utilizes the information provided in CWA, DPS, GFM, applicable Mileage Guides, hard copy documentation, and DFAS information
 - Some shipments are not billed via Syncada, so we receive hard copy, paper billings

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Questions Submitted by Industry

- Why does the pickup date affect the fuel surcharge?
 - Pickup date affects the fuel surcharge because the various tariffs or policies established by the government contain the rule designating the pickup date as the effective date of the fuel surcharge
 - The only exception, the delivery out of Storage in Transit (SIT) fuel surcharge is determined by the delivery out of SIT date

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Questions Submitted by Industry

- What is the process a GSA auditor follows to determine whether the right rate was charged?
 - Audits compares the applicable rates/rules published in the various government tariffs/tenders to determine if the correct rate was charged

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Questions Submitted by Industry

- Before denying charges, why not call the TSP/broker and ask for an explanation and documentation that could be faxed, or scanned and sent by email?
 - GSA audits thousands of invoices annually and it would not be feasible or practical to contact each TSP/broker when errors are identified
 - GSA does contact TSPs and agencies to obtain information in order to conduct a complete and accurate audit
 - TSPs are welcome to submit hard copy documents to GSA to ensure accuracy



Status of DoD Household Goods Offsets

- Up to date on entering Overcharges
- If you have an agreement on file with GSA no overcharges are being entered
- If you do not agree with overcharge... Dispute it!

	Month Entered Summary	Number of Overcharges Entered	Amount of Entered Overcharges	Number of Collected Overcharges	Amount Received by GSA	Outstanding Entered Overcharge	Outstanding Cumulative Amount
Phase I Totals	August	458	\$ 344,857.47	356	\$ 256,901.52	102	\$87,955.95
Phase II Totals	August	5750	\$4,268,714.10	4005	\$ 2,846,069.38	1745	\$1,422,321.64
Phase III							
Grand Total	August	6208	\$ 4,613,571.57	4361	\$ 3,102,970.90	1,847	\$ 1,510,600.67



Operations



- SIT at origin and destination
 - Origin – submit pre-approval prior to the pickup date
 - Destination – When shipment arrives at destination TSP may request SIT if customer is unable to take delivery on the TSP's 1st Available Delivery Date
- Pro-gear (PBP&E) Changed to 2,000 lbs/7 lbs per cu ft for Orders with an effective date on or after 1 May 14:
 - Ensure Pro-gear is weighed separately
 - Order date prior to 1 May 14, 40 lbs per cubic ft for member
 - OCONUS moves prior to 1 May 14 will be grandfathered, member can return up to the same weight to CONUS
 - Member's spouse 500 lbs



Operations



- Weight tickets (lost):
 - TSPs are frequently requesting PPSO to correct weights
- Reweigh: Do not change the weight, annotate the reweigh information in General Remarks and invoice on the reweigh weight if required
- Split shipments: Confirm with agents or representative if shipment was split before updating shipment arrival
- Shipments containing alcohol and customs fees
- NTS-R pre-move survey



Operations



- What can you do for us?
 - Maintain communication with customer until delivery
 - Pre-move Survey: Confirm dates (Pack/PU/RDD), contact information (email & phone #) and block 19 & 18 information with customer or their designated representative
 - If customer provides an international number only, require they provide a stateside number of a family member or friend
 - Provide customer a copy of the GBL NLT the 1st pack date
 - Put detailed notes in DPS for:
 - Unusual occurrences (diverted, terminated, cancelled, fire, theft, etc)
 - Crating; provide dimensions and item to be crated
 - Update shipment status in a timely manner (pickup, arrival, SIT and delivery)
 - Suggest two GBDs prior to first pack date, confirm date with customer



TOP 10 CSS COMMENTS



1. TSPs not unpacking at destination
2. Misplaced hardware
3. Reassembling items improperly
4. Crew unprepared (lack of equipment)
5. Unprofessional behavior/appearance
6. Charging customer for debris removal
7. Intimidating the customer
8. Verbal altercations among the crew
9. Incomplete inventory
10. Trashing/damaging the customers residence



RSMO Consolidation



- SDDC CG directed disestablishment of NLT December 31, 2014
- Establish Storage Management Office at SDDC HQ on June 1, 2014
- Core Duties Remain: Tender of Service (TOS) Administration, Qualifications, Rates, Quality Assurance, Operations, Containerized Retrograde contract oversight
- Re-engineer the Warehouse Inspection process
- Impact:
 - Regionally aligned support goes away/responsiveness
 - Phase III development and implementation
 - Re-align SDDC PP internally
 - East/West Coast contract consolidation (USTRANSCOM TCAQ)



Phase III Update



- Status to Date
 - April 2013 TCJ4-P Delivered final Phase III BRs to DPS PMO
 - June 2013 DPS NTS requirements development with DPS PMO, SDDC PP (Storage Team & RSMOs), TCJ4-P,
 - March 2014 NTS Requirements Analysis with developer with DPS PMO, SDDC PP (Storage Team & RSMOs), TCJ4-P
 - May 2014 iCM requirements development DPS PMO, SDDC PP (Storage Team & RSMOs), TCJ4-P



Phase III Update



- May 2015 iCM Requirements Analysis with developer, DPS PMO, SDDC PP (Storage Team & RSMOs), TCJ4-P
- October 2015 NTS Shipments implementation in DPS
- May 2016 DPM Requirements development with DPS PMO, SDDC PP (Storage Team & RSMOs), TCJ4-P
- August 2016 iCM implementation in DPS
- May 2017 DPM Requirements Analysis with developer, DPS PMO, SDDC PP (Storage Team & RSMOs), TCJ4-P
- August 2017 DPM implementation in DPS



Lunch



Military Claims Office



Military Claims Office



Concerns

- TSP's responsibility to mitigate water/mold issues
- Issues with Repair estimates and Claimant dissatisfaction with Repairs made
- TSP or adjustment firm using intimidating or threatening language in dealings with claimants
- Problems with payment to claimant after settlement; checks late or bouncing, unauthorized wording (full and final settlement) on checks
- Failure of TSP, or of third party adjustment firm, to make good faith effort to settle claims or follow Claims & Liability Rules
- Last handler denial based on allegation that prior handler caused damage, without sufficient (or any) evidence to support this allegation.



Military Claims Office



Concerns Cont.

- Initial offer of LOV or appearance allowance, and no offer of replacement or repair cost even after claimant rejects LOV
- TSP's rejecting 50/50 settlements based on allegation that damage occurred while shipment in custody of the Government, without sufficient evidence
- Loss/Damage Reports filed in DPS based on local area time, not ZULU
- Contact with member earlier in the process can help to curb later issues, i.e., manage the customer's expectations better
- TSPs should get to know the Claims and Liability Business Rules



Quality Assurance



Open Season 2014

- Conduct from Jul – Oct
- Open for new Intrastate TSPs and current Intrastate TSPs where capacity is needed
- Open for MOTO/BOTO
- Not open for additional markets
- Intrastate – additional states will be open during future Open Seasons
- SDDC Pamphlet 55-4, update
 - Will be Posted on SDDC Home



Quality Assurance



QA Basics

- Maintain current External Certificate Authority (ECA)
- Maintain active DPS account
- TSPs keep Electronic Tender of Service Signature Sheet (ETOSSS) updated
- TSPs need to disassociate old reps and associate new reps in DPS
 - Old Insurance & Bond Representatives need to cancel Insurance and Bonds in DPS before new information is entered



Quality Assurance



QA Basics

- Annual Qualifications (CIP & COR) will be conducted from Sep - Oct
- Insurance & Bonds must be updated annually
 - Update effective date block on documents
- Maintain required bond limits
 - \$150,000 increase deadline 15 May 14
 - Reviewing 2.5% of revenue rule
- Monitoring refusals/timeouts during peak season
- Updating the Appendix B (TOS) and Chapter 405



Quality Assurance



Most Common Revocation Actions

- Late Financials, failure to submit within 150 day deadline
- Bad Financials, failing to meet the Quick or Debt to Equity Ratios
- Failure to maintain active Operating Authority
- Annual Qualifications, failure to submit CIP/COR within prescribed timeline
- Failure to maintain required bond limits



Quality Assurance



Best Value Score

- Performance Score calculation change
 - Current PS = CSS 50% + Claims Score 20%
 - Effective 15 May 2014 PS = CSS 70%
 - Claims Score will return

- Minimum Performance Score for 2014 Rate Cycle
 - dHHG 48.00
 - iHHG 51.00
 - iUB 56.00



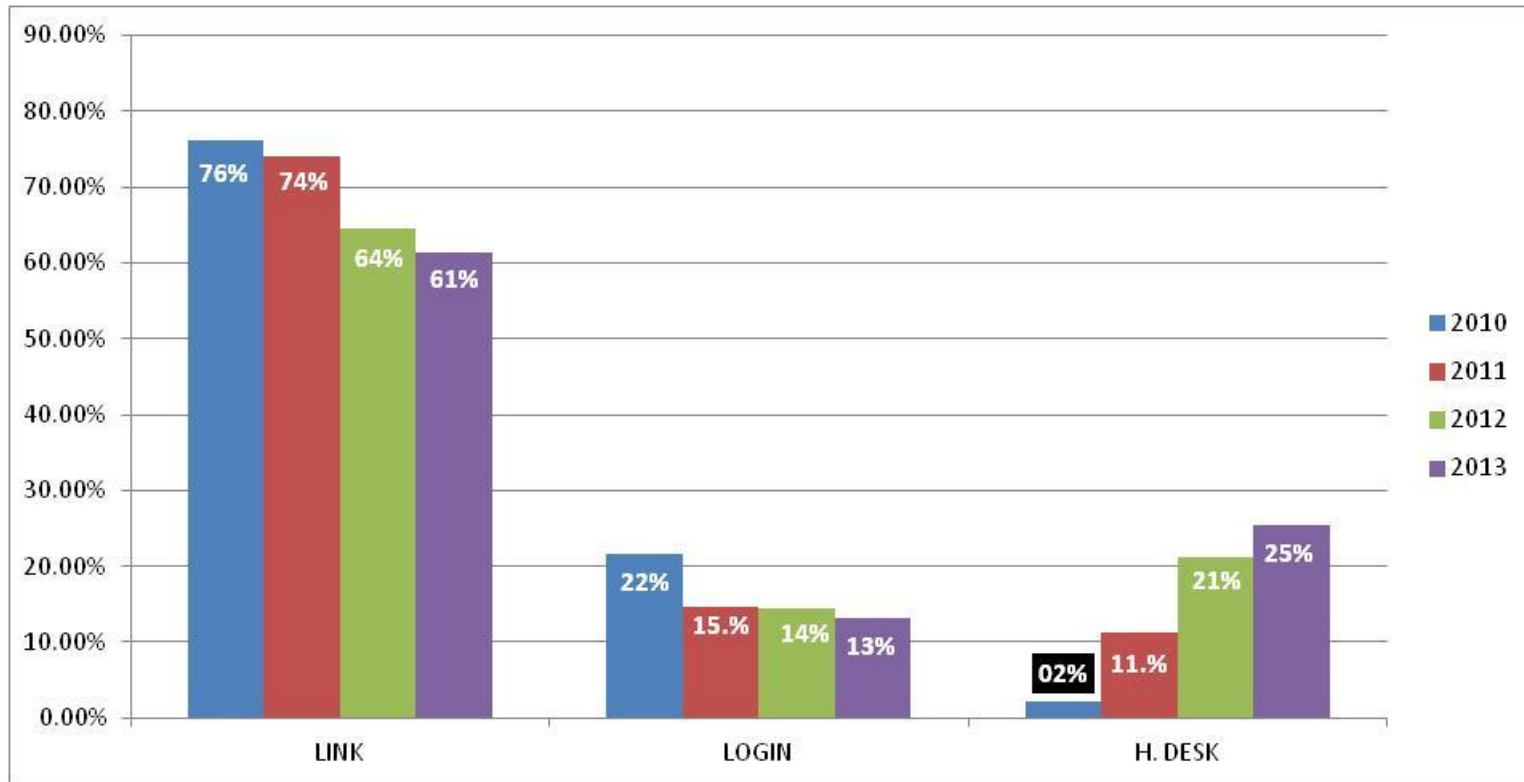
CSS Initiatives



- ICSS Sunset date unknown
- Customer Access to TOPS survey no longer available, HD supports
- TSP CSS scores, Stat Validity calculations outside of ICSS
- TSP should use DPS analytics to track Performance Period Data
 - SDDC will educate TSPs on correct methods to pull analytics data



CSS Completion Trends





CSS Completion



- Customers educated to Login to complete CSS
- TSPs should not use Helpdesk for CSS as primary method
- Helpdesk will be provided list of Non-Stat TSPs



Questions